



Example of Patient Services Assistant Job Description

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Our growing company is hiring for a patient services assistant. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for patient services assistant

- Promote teamwork and efficiency within the lab
- Be proficient in work processes
- Schedule clinic visits and sleep studies for patients
- Greet and escort patient to exam room, gather patient history, measure vital signs and document all information in patient medical chart
- Assists physicians in preparing and conducting office procedures
- Give instructions to patients as directed by physician, advanced practitioner or nursing staff
- Ensure exam rooms are clean and stocked with adequate medical supplies, maintain instruments and prepare sterilization as required
- Screens telephone calls for referrals to nurse or physician
- Triage and process messages from patients, front office staff, referring physicians and pharmacies to physicians
- Compiles and condenses technical and statistical data for reports and records as requested

Qualifications for patient services assistant

- May be required to cross cover other areas
- 5+ years Healthcare experience working with PAP
- Experience using pharmacy information systems required
- Advanced knowledge of customer service policies, practices and systems

- The employee will be able to perform the assigned duties and responsibilities with or without reasonable accommodations